

WHAT IS CLAIMED IS:

- 1 1. A method of estimating service oriented labor costs,
2 said method comprising:
3 receiving a request from a requestor;
4 identifying one or more resources and one or more
5 service levels corresponding to the request;
6 calculating a labor rate by service level
7 corresponding to the identification;
8 generating a response corresponding to the
9 calculation; and
10 sending the response to the requestor.
- 1 2. The method as described in claim 1 wherein the
2 calculating further comprises:
3 calculating a utilization index by service level and
4 an overtime index by service level; and
5 computing a labor index by service level corresponding
6 to the utilization index by service level and the
7 overtime index by service level.
- 1 3. The method as described in claim 2 wherein the
2 utilization index by service level is calculated by
3 multiplying a utilization unit factor by the
4 difference between a utilization weight and a
5 utilization improvement by service level.
- 1 4. The method as described in claim 2 wherein the
2 overtime index by service level is calculated by
3 dividing an overtime labor factor by a max rate mix
4 plan.
- 1 5. The method as described in claim 1 further comprising:
2 determining whether the resource is available; and

3 sending a message to the requestor based on the
4 determination.

1 6. The method as described in claim 1 further comprising:
2 retrieving a standard labor rate;
3 comparing the standard labor rate with the labor rate
4 by service level;
5 determining a labor rate based on the comparison; and
6 including the labor rate in the response.

1 7. The method as described in claim 1 wherein the message
2 corresponds to one or more platforms.

- 1 8. An information handling system comprising:
2 one or more processors;
3 a memory accessible by the processors;
4 one or more nonvolatile storage devices accessible by
5 the processors;
6 a labor cost estimating tool to estimate service
7 oriented labor costs, the labor cost estimating
8 tool including:
9 means for receiving a request from a requestor;
10 means for identifying one or more resources and
11 one or more service levels corresponding to
12 the request;
13 means for calculating a labor rate by service
14 level corresponding to the identification;
15 means for generating a response corresponding to
16 the calculation; and
17 means for sending the response to the requestor.

1 9. The information handling system as described in claim
2 8 wherein the means for calculating further comprises:

3 means for calculating a utilization index by service
4 level and an overtime index by service level; and
5 means for computing a labor index by service level
6 corresponding to the utilization index by service
7 level and the overtime index by service level.

1 10. The information handling system as described in claim
2 9 wherein the utilization index by service level is
3 calculated by multiplying a utilization unit factor by
4 the difference between a utilization weight and a
5 utilization improvement by service level.

1 11. The information handling system as described in claim
2 9 wherein the overtime index by service level is
3 calculated by dividing an overtime labor factor by a
4 max rate mix plan.

1 12. The information handling system as described in claim
2 8 further comprising:
3 means for determining whether the resource is
4 available; and
5 means for sending a message to the requestor based on
6 the determination.

1 13. The information handling system as described in claim
2 8 further comprising:
3 means for retrieving a standard labor rate;
4 means for comparing the standard labor rate with the
5 labor rate by service level;
6 means for determining a labor rate based on the
7 comparison; and
8 means for including the labor rate in the response.

1 14. A computer program product stored in a computer
2 operable media for estimating service oriented labor
3 costs, said computer program product comprising:
4 means for identifying one or more resources and one or
5 more service levels corresponding to the
6 request;
7 means for calculating a labor rate by service level
8 corresponding to the identification;
9 means for generating a response corresponding to the
10 calculation; and
11 means for sending the response to the requestor.

1 15. The method as described in claim 14 wherein the means
2 for calculating further comprises:
3 means for calculating a utilization index by service
4 level and an overtime index by service level; and
5 means for computing a labor index by service level
6 corresponding to the utilization index by service
7 level and the overtime index by service level.

1 16. The method as described in claim 15 wherein the
2 utilization index by service level is calculated by
3 multiplying a utilization unit factor by the
4 difference between a utilization weight and a
5 utilization improvement by service level.

1 17. The method as described in claim 15 wherein the
2 overtime index by service level is calculated by
3 dividing an overtime labor factor by a max rate mix
4 plan.

1 18. The method as described in claim 14 further
2 comprising:

3 means for determining whether the resource is
4 available; and
5 means for sending a message to the requestor based on
6 the determination.

1 19. The method as described in claim 14 further
2 comprising:
3 means for retrieving a standard labor rate;
4 means for comparing the standard labor rate with the
5 labor rate by service level;
6 means for determining a labor rate based on the
7 comparison; and
8 means for including the labor rate in the response.

1 20. The method as described in claim 14 wherein the
2 message corresponds to one or more platforms.

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